

Our mission is to be the leader in creating a thriving business environment with growth opportunities for our members by **Connecting, Advocating, Saving, and Educating.**

Indy Chamber Job Expectations

Title	Senior Events Manager	Exempt
Reports to	Director of Partnerships	Date last revised: 4/27/2018
Supervises	N/A	
Summary Of Duties	<p>The primary responsibility of this position is to plan and organize Indy Chamber signature events and high profile meetings for the Indy Chamber. This position is responsible for all event operational and implementation activities.</p> <ul style="list-style-type: none"> • Manage all event-related activities including by not limited to: registration, event orders for equipment, sponsorship fulfillment, decorating, catering, audio visual, transportation, room sets, etc. • Provide timely Pre-event, onsite and post-event communication with Indy Chamber members, staff, sponsors, and vendors. • Manage inventory and event expenses of all event-related items needed for Indy Chamber events • Ensure promotions of events are coordinated with Indy Chamber marketing team • Other duties as assigned. 	
Evaluation of performance	The performance will be evaluated based on meeting the requirements of the job description; meeting specific goals and performance metrics for the position; working according to all policies and standards set by the Indy Chamber, and consistently demonstrating established Indy Chamber values.	
Performance metrics	Performance metrics for this position will be established annually based on: Managing expenses of event budget (with changes approved by Director of Partnerships and CRO); meeting deadlines; internal customer and member satisfaction ratings; attendance at events as required.	
Key outcomes expected	<p>Meet member satisfaction goals for Indy Chamber events:</p> <ul style="list-style-type: none"> • Provide strategic input for future event development or redesign and follow through on goals/action steps: <ul style="list-style-type: none"> ○ Ensure events are in line with outcomes from member satisfaction/survey data. ○ Ensure events are in line with the mission and vision of the Indy Chamber. • Provide management for all assigned events: <ul style="list-style-type: none"> ○ Maintain liaison with event clientele. ○ Secure and confirm logistics with venue hosts for assigned events. ○ Ensure facilities are properly prepared. ○ Resolve problems before, during, and after the event. ○ Attend and provide direct hands-on work for assigned events. ○ Manage Indy Chamber staff, volunteers, etc., who may be assigned to the events. ○ Maintain all records of events, including registration, attendance, and sponsorships ○ Assist other event staff with their events as needed. • Ensure fiscal effectiveness of events: <ul style="list-style-type: none"> ○ Assess fiscal requirements for assigned events and prepare budgetary recommendations. ○ Manage expenses to budget for all events and document trend analysis. ○ Maintain accurate financial records for assigned events and supplies. 	
Critical skills, knowledge, and behaviors	<ul style="list-style-type: none"> • High detail orientation and accuracy demonstrate effective problem-solving skills; able to think logically and analytically. • Works well in a team environment and as part of a team proactive in anticipating and alerting others to problems with projects or processes. • Demonstrates effective conflict management skills. • Able to negotiate with and influence others. • Takes initiative and needs little supervision. • Able to prioritize, organize tasks and time, and follow up. • Participate and contribute to Volunteer Committee efforts for specific events 	

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	<ul style="list-style-type: none"> • Performs responsibilities efficiently and timely. • Able to juggle multiple requests and meet multiple deadlines. • Proficient in basic computer skills, i.e.; email, Microsoft Word, Excel, Internet usage, • Demonstrate familiarity with the Greater Indianapolis area, significant companies, and individuals of influence and leadership • Knowledge of technical event applications and CRM, i.e. Eventbrite, Salesforce, Octiv, etc.
Experience, education, degrees, licenses	B.A./B.S. degree with 5-7 years experience in a comparable position.
Physical Demands	<ul style="list-style-type: none"> • Must be able to work proficiently with computers and other office equipment. • Travel approximately 40% of event locations sites. • Must be able to lift up to 20 pounds regularly, and up to 50 pounds occasionally. <p>This position requires frequent standing and walking, with very frequent sitting. Also, moderate use of hands to finger, handle or feel, moderate reaching with hands and arms, moderate climbing or balancing, moderate stooping, kneeling, crouching, or crawling. The individual will be required to talk or hear very frequently, and taste or smell moderately often.</p>
Work environment	<p>Work is performed in an office environment.</p> <p>Work will also take place at event locations and may be held in private or public locations, e.g. The Indiana Roof, IMA, Indianapolis Motor Speedway, etc.; these events may be before, during, and after traditional business hours (i.e. 9am-5pm).</p> <p>The individual may rarely be required to work in outdoor weather conditions, humid conditions, extreme cold, or extreme heat. There is a small possibility of electrical shock from office equipment.</p> <p>The work environment is typically moderately noisy.</p>